



A message from Maddy...



I'm delighted to reveal that our work to support primary care has been highlighted in a recent report commissioned by NHS England and NHS Improvement. Entitled 'Next steps for integrating primary care' and written by Dr Claire Fuller, the report calls for action at every level to address the challenges faced by primary care. It sets out a new vision for integrating primary care, as well as improving access, the experience and outcomes for communities. It notes the need for effective collaboration across primary care and with the wider health system, which is something that Nimbuscare passionately believes in too.

Here in our region, together with our member GP practices, we've supported the Operational Pressures Escalation Levels (OPEL) system. This, the report says, is particularly successful in York, where all 11 practices report OPEL escalations daily, following three years of relationship development.

The report continues: "York CCG's practices have now gone further to improve this system by developing their own anticipated pressures reporting system through the GP Federation, to get ahead of expected demand and capacity issues the day before. Thanks to joint contributions to a shared budget, the practices can confirm additional resources are in place before a busy day even begins."

Here at Nimbuscare, we know the immense power of joint working and building relationships with people, organisations and businesses within our community. This is what we're all about and we're really proud to have our work, and that of our member practices, mentioned in this leading report.

- You can read it in full [here](#).



Change to opening hours

Please be aware that we've changed the opening hours of our Askham Bar Community Care Centre site (pictured), which was formerly known as the York Vaccination Centre. It's now open from 8.30am to 7pm from Monday to Friday and from 8.30am to 1pm on Saturdays. We will no longer be opening on Sundays. These opening hours apply to all of the services offered

at Askham Bar, including vaccinations.

Children's clinic paused

We're currently carrying out a service review of our Children's Treatment Hub at the Askham Bar Community Care Centre. The pilot period has come to an end and the service will therefore be paused from this week (7 June). It was set up last year to meet the expected surge in children's Respiratory Syncytial Virus (RSV) infections, and in response to winter pressures. Working with our colleagues at York and Scarborough Teaching Hospitals NHS Foundation Trust to set up and run this service for babies and children in our area has been invaluable. Both organisations have recommended that it should continue as part of York's winter resilience measures. We're in the process of co-producing new care pathways and interventions to better meet the needs of the community. The aim is to manage conditions in the community all year round. We hope that, in time, this work will lead to excellent, well-designed, out-of-hospital care for our local children, families and carers in the areas we serve.

Heart service up and running

Launched last month, our new Community Heart Service now operates from our Askham Bar Community Care Centre every Tuesday. Its role is to support patients with long-term heart issues in the community as they await further treatment, and we're working in partnership with the city's GP practices and York and Scarborough Hospitals NHS Foundation Trust to deliver this service. Due to the pandemic, many patients with long-term heart issues in York are currently waiting longer to be seen by a specialist team after they've received a referral from their GP. Those with heart problems are at a higher risk of urgent admission to hospital and their condition can deteriorate rapidly if not checked, so we're using primary care clinical staff to ensure that these patients can be seen more quickly.



College awards sponsorship

We're really proud to be supporting York College's REACH (Rewarding Excellent And Celebrating Hard Work) awards for students once again. This year the event will be held at the college and we're sponsoring the Under 19 – Most Determined Student Award. The prize is a six-month subscription to [The Sunshine Box](#). The REACH awards evening is on 30 June and three students are nominated for each award. We have a great relationship with York College, having hosted many of their health and social care students on work placements. We're committed to supporting the York community and working with organisations such as the college.

Volunteers Week (1 to 7 June)

To mark Volunteers' Week, we thanked all our brilliant volunteers who've helped to make our vaccination service such a success. Since this time last year, we've had 200 different volunteers give up almost 10,000 hours of their own time. Last October the people of York voted us the winner of the People's Choice Award at the YorkMix Hero Awards. We've welcomed volunteers of all ages and from all walks of life, from 16-year-olds to 86-year-olds. Our team is made up of a diverse range of people from across York, from police officers, project managers, chefs and retail assistants to religious leaders, school students, university lecturers and retired people. Hannah Linaker, our volunteer coordinator at the Askham Bar Community Care Centre, has done a sterling job recruiting, inducting and training our hundreds of volunteers, working up to three shifts per day during busy times. We'll soon be recruiting more volunteers to help out at our new Acomb Garth Community Centre and will share more details soon.

Our head office is on the move

Please be aware that during the week commencing 20 June, the team based at our head office at Clifton Moor will be relocating to our new Community Care Centre site at Acomb Garth. We'll be packing up the office on Friday 17 June, although the team will still be available to respond to calls and emails. However, we'll be moving into our new premises on Monday 20 June, so will have limited access to emails on that day. Please bear with as we try to get our new head office up and running as quickly as possible.



Those of you attending our Annual General Meeting on Wednesday 22 June at Acomb Garth Community Care Centre will get an opportunity to see the new facilities on offer there. Invitations have already been circulated so please do respond as soon as possible, if you haven't already.

Marking the Platinum Jubilee

We marked Her Majesty The Queen's Platinum Jubilee by creating this colourful Union Jack-style planting scheme at our Askham Bar Community Care Centre using plants that had been generously donated. We can't wait to see it grow!

Dates for your diary

Don't forget that we have two education events taking place this week. Details of both of these can be found in the [Staff Area](#) on the website.

Also, next Saturday 18 June, we're proud to be sponsoring two different local events, so please do go along and support them:

The [Jubilee Walk](#) is a fundraising event organised by our friends over at St. Leonard's Hospice in York.

We'll be supplying Nimbuscare-branded antibacterial hand gel for those heading along to [York Pride](#).

New portal for patients

[Myplannedcare](#) is a new NHS portal offering helpful information and guidance to patients waiting for a hospital consultation, treatment or surgery. It offers them information about waiting times at their hospital, as well as details of other support and local services that they can access as they wait. The site is updated weekly and can be viewed by anyone, enabling patients, their family or carer and their NHS team to see all latest information. It's not fully populated with data yet, but it is filling up rapidly.

Look out for our next newsletter update in two weeks' time. In the meantime, please follow us on our social media channels by clicking on the links below. Thank you all for your hard work and support.



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